

Administrative Resource Center Guide for Defining Requirements For Franchise Customers

([MS Word Version](#))

To assist us in preparing to meet with you to assess your needs and to prepare a preliminary cost estimate for the services you require, we have developed a questionnaire to capture information related to your needs and the manner in which you wish to do business with us. A brief description of the web and system services we offer is provided below. By selecting the type of service you require, you will be presented with a series of questions related to that service. You may not have answers to all of the questions—that's fine, as this guide is intended as just a starting point that help prepare us to meet with you to gather further information.

Description of Services

[Website Analysis](#) – Full-blown requirements analysis for website development: gathering, analyzing, and documenting requirements.

[Website Design](#) - Setting up a navigation scheme, designing templates for pages, designing graphical look and feel for websites.

[Website Management and Hosting](#) – Providing hosting and support for websites in a secure environment.

[Systems Analysis and Design](#) - Full-blown requirements analysis for application development: gathering, analyzing, and documenting requirements.

[Systems Development and Hosting](#) - Designing, building, and implementing automated solutions and making them available via the Internet in a secure environment.

Website Analysis

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. What are the goals of this project? *(Are there both long-term and short-term goals? What are they?)*
2. Describe for us what you want to accomplish with your website. *(How do your customers currently use the website? How do you want them to use the website in the future?)*
3. Do you want us to gather and analyze information to define website requirements?
4. Do you already have requirements documented from which you want us to design a website?

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Who will be the person in charge of the project on your behalf?
2. Will we work with a single point of contact or will we have multiple points of contact?
3. Who are the participants in this project and what are their roles? Where are they located? What are their interests and how important are their interests to the success of this project? What role will they play in this project? *(These may be individuals or organizations with whom we will be working day to day on this project.)*
4. Do you have a preference as to the process you want us to use in working with points of contact and participants? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
5. What is the priority of this project for the point of contact? *(Are they dedicated to this project or do they have competing responsibilities?)*
6. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?
7. Who has the final say in defining requirements?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us? *(We can provide you with a written proposal, we can make a presentation to your management, we can conduct a follow-up meeting with your points of contact.)*
2. If you prefer a written proposal, do you have a desired format? *(If you have a desired format, please provide us with an example of a document prepared using the format.)*
3. What is the desired timeframe for completion of this project? *(It is helpful for us to know this information as it may have an impact on the recommendations we make regarding this project.)*

Analysis

There are many elements to an analysis to assess your website needs. In order to be certain we meet your needs, it is important that we clearly identify what our work is to cover.

1. Are there external issues or influences that may have an impact on the requirements gathering and analysis that we should be aware of? *(For example, are there environmental or political issues that may impact our work?)*
2. Are there any known future requirements? *(Such as those allowing for expansion or growth?)*
3. Who are your customers/users? What are they looking for when they visit your site?
4. What do you feel is the purpose of your site currently? For example:
 - Tool marketing your organization
 - Information dissemination tool
 - Collecting information from customers
 - Interactive communication mechanism between you and your user

Website Design

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. If you currently have a website, please provide us with a brief history of how you moved into using the web.
2. What are the goals for your website or what are you trying to accomplish?
3. What are your website priorities for the coming year?

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Who will be the person in charge of the project on your behalf?
2. Will we work with a single point of contact, or will we have multiple points of contact?
3. Who are the participants in this project and what are their roles? Where are they located? What are their interests and how important are their interests to the success of this project? What role will they play in this project? *(These may be individuals or organizations with whom we will be working day to day on this project.)*
4. Do you have a preference as to the process you want us to use in working with points of contact and participants? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
5. What is the priority of this project for points of contact and participants? *(Are they dedicated to this project or do they have competing responsibilities?)*
6. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us? *(We can provide you with a written proposal; we can make a presentation to your management; we can conduct follow-up meetings with points of contact and participants.)*
2. If you prefer a written proposal, do you have a desired format? *(If you have a desired format, please provide us with an example of a document prepared using the format.)*
3. What is the desired timeframe for completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*

Background and General Information for Current Website

The following questions are designed to help us learn some general background information on your current website.

1. What type of organizational structure do you have for support of your website?
2. How many FTEs are devoted to the support of web activities? Content? Server maintenance? Application development and maintenance?
3. Do you have a Steering or Policy Committee that develops guidance for the site?
4. Who are your customers/users? What are they looking for when they visit your site?

5. What do you feel is the purpose of your site currently? For example:
- Tool marketing your organization
 - Information dissemination tool
 - Collecting information from customers
 - Interactive communication mechanism between you and your user
6. Are there security concerns that you or your customers have with regard to information or services provided via the site? *(If yes, what are they?)*
7. Do you have any alias addresses to your site other than your main www.****.gov address?
8. Is your site compliant with 508 (accessibility) guidelines?
9. Is your site in compliance with Paperwork Reduction guidelines? *(This is only applicable if you are collecting data from customers, for example on a survey.)*
10. Is your site in compliance with legal and records management guidelines? *(For example, do you notify users that you review audit logs?)*
11. Do you currently have usage statistics for your site? *(If so, would you please provide us with samples.)*

Web Application Support

Websites frequently provide links to applications. These questions will assist us in learning about the applications available via your website.

1. Do you currently have any web applications? *(If yes, please provide a list of them and a brief description of each.)*
2. Who maintains these existing applications?
3. What kind of connectivity do applications have to databases?

Infrastructure and Operations Issues

These questions are designed to help us learn more about how your current website is managed.

1. Who hosts your website? ISP?
2. Where is your server? Is it inside or outside a firewall?
3. How large is the site? Number of pages? Number of files? Average number of visitors per day or month?
4. What hardware and software is used to support web activities and development?
5. Do you have standard tools? *(If yes, what are they?)*
6. What kinds of security techniques and products do you use? How did you determine what techniques and products to use?
7. What kind of customer feedback have you received with regard to security?
8. What, if any, security problems have you experienced?
9. Do you currently monitor the site, for example, to make certain it is up and running? *(If yes, how often?)*
10. Do you have a backup server in place for your website? If not, what kind of recovery time do you currently experience?
11. What is your backup schedule? Are these full backups or incremental?
12. What kind of response time do you experience in regard to after hours problems?

Helpful Tools for Evaluating Your Current Website

Please provide us with copies of any of the following you may have available:

- Internet policy papers

- Style guidelines
- Security manuals
- Usage reports, i.e., number of hits site received
- Customer e-mails
- Search logs
- Survey results
- Other

Website Management and Hosting

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. If you currently have a website, please provide us with a brief history of how you moved into using the web?
2. What are the goals for your website or what are you trying to accomplish?
3. What are your website priorities for the coming year?

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Who will be the person in charge of the project on your behalf?
2. Will we work with a single point of contact, or will we have multiple points of contact?
3. Who are the participants in this project and what are their roles? Where are they located? What are their interests and how important are their interests to the success of this project? What role will they play in this project? *(These may be individuals or organizations with whom we will be working day to day on this project.)*
4. Do you have a preference as to the process you want us to use in working with points of contact and participants? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
5. What is the priority of this project for points of contact and participants? *(Are they dedicated to this project or do they have competing responsibilities?)*
6. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us?
2. What is the desired timeframe for the completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*
3. Do you wish to receive website usage statistics on your site, and if so, what kinds of information do you desire? Do you require a particular reporting format? *(If you require a specific reporting format, please provide us with an example.)*
4. What additional reports do you require from us?

Operational Issues for Hosting a Website

Answers to these questions will help us learn more about your website hosting needs.

1. Do you currently have any web applications?
2. Who maintains the existing applications?
3. What kind of connectivity do applications have to databases?
4. What type of scripting languages do you utilize? *(JavaScript, Perl, VBScript, etc.)*
5. What type of application development languages do you support?
6. On what platform does your application currently run?
7. Do you have plans for future application development with access via your website?

8. How large is your website (number of pages, number of files, average number of visitors per day or month)?
9. What software is used to support web activities and development?
10. Do you have standard tools? *(If yes, what are they?)*
11. Do you want your site monitored on a regular basis? *(If yes, how often?)*
12. Do you desire a hot spare for your website?
13. If no hot spare is required, what kind of recovery time do you expect?
14. What is your backup schedule? Do you want full backups or incremental?
15. What is your preference regarding a maintenance window? *(A maintenance window is an established timeframe in which we will be able to take your application down to perform routine maintenance on the application or server. It is almost always during a low-traffic period for your application.)*
16. What kind of response time do you require for after-hours problems?
17. Do you have preferences regarding the kinds of hardware/software used in support of hosting?
18. Do you have specific bandwidth requirements? *(If yes, what are they?)*
19. Are there security concerns that you and/or your customers have with regard to information or services provided via the website? *(If yes, please provide us a detailed description of them.)*
20. Do you have any alias addresses to your site other than your main www.****.gov address?

Content Management for Website Hosting

These questions are designed to help us learn more about the information that is on your current website and the process that is used to get it there, as well as provide us with some idea of how you want us to manage website content.

1. What is the estimated volume and frequency of updates/changes to your website?
2. Can you provide us with specifics as to what sort of process you want in place for site updates? *(For example, will your designee review all pages before they are sent to us for posting, or can individuals within your agency send content directly to us without review?)*
3. What kind of turnaround time do you want for posting of new pages/updates? Do you have urgent postings? How do you currently handle urgent postings?
4. What kinds of files do you make available on your site? *(For example, PDF, XML.)*
5. What hours of support do you require for web content?
6. What are your standards or rules for the site? *(For example, do you code to a specific html standard?)*
7. Do you need graphics support or will you provide us with web-ready graphics?
8. Are you interested in push technologies such as mailing lists?
9. How much e-mail do you currently receive? Do messages result from links on your site?
10. Are you interested in having us provide training to the personnel involved in support of the website?
11. Do you have a standard virus-scanning program you use to scan files before making them available on the web?
12. Do you have servers in-house for testing?

Systems Analysis and Design

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. What are the goals of this project? *(Are there both long-term and short-term goals? What are they?)*
2. Do you want us to gather and analyze information to define the requirements for an application?
3. Do you already have requirements documented from which you want us to design an application?
4. Are you interested in acquiring commercial off-the-shelf (COTS) software?

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Who will be the person in charge of the project on your behalf?
2. Will we work with a single point of contact, or will we have multiple points of contact?
3. Who are the participants in this project and what are their roles? Where are they located? What are their interests and how important are their interests to the success of this project? What role will they play in this project? *(These may be individuals or organizations with whom we will be working day to day on this project.)*
4. Who are the stakeholders in this project? Where are they located? What are their interests and how important are their interest to the success of this project? What role will they play in this project? *(A stakeholder is anyone who is affected by, or believes they will be affected by this project in some way.)*
5. Do you have a preference as to the process you want us to use in working with points of contact, participants, and stakeholders? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
6. What is the priority of this project for points of contact and participants? *(Are they dedicated to this project or do they have competing responsibilities?)*
7. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?
8. Who has the final say in defining requirements?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us? *(We can provide you with a written proposal; we can make a presentation to your management; we can conduct follow-up meetings with points of contact, participants, and stakeholders.)*
2. If you prefer a written proposal, do you have a desired format? *(If you have a desired format, please provide us with an example of a document prepared using the format.)*
3. What is the desired timeframe for completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*

Systems Analysis

There are many elements to a requirements analysis. In order to be certain we meet your needs, it is important that we clearly identify what our work is to cover.

1. Are there external issues or influences that may have an impact on the requirements gathering, analysis, and design that we should be aware of? *(For example, are there environmental or political issues that may impact our work?)*
2. Are there regulatory requirements to be considered in the requirements definition? *(If yes, what are they, what is their source (organizational, agency, government-wide)?)*
3. Are there any known future requirements? *(Such as those allowing for expansion or growth?)*

Systems Design

Answers to these questions will give us some idea of your expectations regarding applications design.

1. Do you have existing hardware and software preferences that we need to keep in mind? *(If yes, what are they?)*
2. Do you have specific design preferences? *(If yes, please provide a detailed description of the requirements and specific examples, if available.)*
3. Do you have desired look and feel requirements for the application? *(If yes, briefly describe them.)*
4. What are your archival needs for the information captured by the application? *(How long does the information need to remain available in the application? How long does the information need to be maintained off-line?)*
5. Do you have reporting requirements for the information captured in the application? *(If yes, please provide us with a mark up of the report format: data elements, position on the page, number of copies, electronic report, hard-copy report, etc.)*
6. Do you require the capability of designing and generating reports on an as needed basis (ad hoc)? *(If yes, do you have a preference for the software tool used to generate the reports?)*
7. Do you have specific response time requirements? *(If yes, please provide them to us.)*
8. What is the anticipated size of the user population?

Systems Development and Hosting

Project Goals

These questions are designed to help us understand what you want accomplished. Answers to these questions will assist us in establishing the scope of the work to be undertaken.

1. What are the goals of this project? *(Are there both long-term and short-term goals? What are they?)*

Project Management

The following questions help us define the type of communication your organization prefers and provide us with contacts with whom we will be working.

1. Do you want us to serve as a Project Manager and oversee the development and implementation of a third-party contractor?
2. Do you want us to serve as a Project Manager and oversee the development and implementation by your own staff?
3. Who will be the person in charge of the project on your behalf?
4. Will we work with a single point of contact, or will we have multiple points of contact? What role do you anticipate each point of contact to play?
5. Do you have a preference as to the process you want us to use in working with points of contact? *(Do you want us to use group meetings, individual work sessions, meetings by functional groups, telephone and e-mail exchanges?)*
6. What is the priority of this project for points of contact? *(Are they dedicated to this project or do they have competing responsibilities?)*
7. What is the process you would like us to follow when we need clarification, receive conflicting information, or need a decision made?

Deliverables

As a customer, you probably have expectations on what you will receive at the end of this undertaking. These questions are designed to give us some idea of these expectations.

1. What deliverables do you want from us?
2. What documentation do you require on the application? *(System, user, on-line help, training documentation.)*
3. Do you want us to deliver training on the use of the application? *(We can provide training in a train-the-trainer format, or we can provide training for all users.)*
4. What is the desired timeframe for the completion of this project? *(It is helpful for us to know this information as it may have an impact on recommendations we make regarding this project.)*

Systems Development

Answers to these questions will give us some idea of your expectations regarding application development.

1. What type of application development languages do you support?
2. Do you have coding standards that must be adhered to? *(If yes, what are they?)*
3. Will we be required to perform any data conversion? *(If yes, will this be done manually or will it be automated?)*
4. What are your testing requirements for acceptance? *(What kind of testing documentation/certification do you require?)*

Operational Issues for Hosting an Application

Answers to these questions will help us learn more about your application hosting needs.

1. Do you currently have any web applications? *(If yes, please list them and provide a description of each.)*
2. Who maintains the existing applications?
3. What kind of connectivity do applications have to databases?
4. What type of scripting languages do you utilize? *(JavaScript, Perl, VBScript, etc.)*
5. What are your archival needs?
6. What are your backup requirements? *(Please give us an idea of the backup schedule you prefer, as well as whether you desire full backups, incremental backups, or a combination of each.)*
7. What is an acceptable downtime in the event that your application fails?
8. What is your preference regarding a maintenance window? *(A maintenance window is an established timeframe in which we will be able to take your application down to perform routine maintenance on the application or server. It is almost always during a low-traffic period for your application.)*
9. What level of maintenance support for applications are you looking for? *(Application maintenance, project management, code review, database maintenance, help desk support for end-users, etc.)*
10. Do you have preferences regarding the kinds of hardware/software used in support of hosting? *(If yes, what are they?)*